

FOOD STAMP ERROR REDUCTION

OCTOBER 28, 2002

Meeting Minutes

Members Present: Jackie Bennett, Jacaie Coutant, Maxine Ellis, Chris Elms, Tom Prete, Linda Auchue, Lisa Hanson, Essie Herron, Vicki Jessup, Sara Pynenberg, Edie Sprehn, Jenny Thompson, Marcia Williamson, Pam Kieri, Donna King.

Phone: Joanne Ator, Lorie Mueller, Staci Wanty, Phyllis Rehm, Mike McKenzie(briefly)

I. REVIEW MINUTES :-Jackie

Minutes from the last meeting were reviewed. Jacaie Coutant name was spelled incorrectly. Minutes were approved with no other changes.

II. NAME CHANGE:- Jackie

Jackie announced that at this time, since the IM Contract has our committee without a name, we will not change the name of our committee. But in the long run, we may address other issues such as Quality Assurance including Medicaid. Right now the committee will have an emphasis on food stamp error reduction.

III. NEW MEMBERS: -Marcia

Marcia announced that we needed more county workers in the work group and asked for suggestions. Sara spoke with a worker from Waupaca Co that she thought might be interested. A message will be sent out to county coordinators to get suggestions for recruiting new members from the counties.

IV. LATEST ERROR RATE REPORTS: - Lisa

Lisa handed out the latest report that covered October, 2001 through June, 2002. She had four reports the Summary Report, Summary by Counties, Summary by Error Type, and Summary by Element and Nature. Lisa questioned whether we needed all the reports. A discussion followed about error reduction as the committee looked at the Nature and Elements of errors. Sara said that the errors should be going down as waivers and CARES enhancements go into place.

- Child Support errors should go down because of the new waiver.
- SSI will be an auto entry and should reduce DXSX match errors.
- New Hire will be running weekly.
- Unemployment Compensation coming up in driver flow.

Summary:

We wanted to continue to see Error Reduction Report by Error Type and by Nature and Elements of Errors. The committee would like to see information on the coordination with the error rates and corrective action related to QC reviews, Second Party Review, and working with the PAC team. It was recommended

that Lisa e-mail the report to the committee members the Thursday before the Monday meeting. Donna King is working on new codes and a database gathered from Second Party Reviews that she will share with the committee. Sara said that she would bring information that she had on some reports related to corrective action and error reduction.

V. SUPERVISOR FORMS – Lisa Hanson

Lisa handed out the dates of the Supervisor Forms scheduled for March, 2003

March 12, 2003 – Wisconsin Dells – Kalahari

March 18, 2003 - Hayward – Country In & Suites

March 19, 2003 - Stevens Point – Best Western

March 26, 2003 - Waukesha – Country Inn Hotel

She also handed out a draft of the program

Lisa sent out a questionnaire to coordinators but did not get a big response. She will resend another questionnaire for ideas for the Forum. Goals seemed to be twofold worker morale and motivation and developing a strategic plan for food stamp error reduction.

Registration for the Forum will be through the regular restoration

VI. CALENDARS AND FOLDERS – Lisa

Lisa passed around copies of the calendar and requested input. Suggestions were given to Lisa. She will also send the calendar via e-mail for further study and comments. She was targeting that the calendars be ready for Economic Support Specialist Day in January, 2003.

Lisa also handed out a report about how the folders are being used. The consensus was that the folders were being used for Intake and not Reviews.

VII. POWER POINT - Tom Prete

The committee screened Tom's power point presentation on Food Stamps. More suggestions were given to help refine the presentation. He will be presenting the program at an IMAC meeting soon. There was much praise and kudos for the great job Tom did with the presentation. As he stepped forward to take a bow he almost fell (actually he just tripped a little over a power cord but he is OK.) Once IMAC sees the presentation; they will decide on the roll out timetable.

VIII. TIM GARD TRAINING Q & A . – Jackie

This item was tabled because not everyone brought the information .

PLEASE BRING THE TIM GARD TRAINING QUESTIONS AND ANSWERS TO THE NOVEMBER MEETING.

IX. ALERTS- Sara Pynenberg

A state Alert Workgroup has been approved. The FS Error Reduction Committee will be an advisory group for this new workgroup. Sara believes there will be ongoing input and that the workgroup will meet often; there is already some work being done with D & T.

X. OTHER COMMITTEE UPDATES– Jackie

IMAC has a web site and a handout of the IMAC homepage was given out. We can go to this web site and get updates from all committees working with IMAC.

CARES PLANNING- a new model of delivery system is currently being developed. Using the Village Model at this time would be very costly. We will put this on the agenda for the November meeting.

XI. OTHER NEWS:-Sara

Program Simplification Workgroup is working on

1. Exclusion of financial aid
2. Change reporting options
3. Developing a Food Stamp only application.

Data Exchange Workgroup is working on

1. Improving UC matches sending only information for individuals open in the last three months.
2. Summary match screens for workers for each case.
3. UC autopopulation in the future.
4. Looking at out of state new hires.
5. Matches for Wisconsin Retirement, Railroad Retirement, VA benefits.

Outreach Efforts

There have been suggestions about having a Quarterly Newsletter for food stamp recipients. It could include client education about the food stamps program and changes that may affect the consumer. Many reminders about reporting change. This may be a good focus project for our group to work on for the new year.

XI. Next Meeting: November 25,2002 at the Dane County Job Center.

Submitted by Maxine Ellis